

# Relax – you’re covered when it matters most

You never know what might come up when you’re away from home. But don’t worry – you’re covered for emergency and urgent care anywhere in the world.

## Where can I get emergency or urgent care?

For emergency care, go to the nearest hospital or call 911 if you’re in the United States.<sup>1</sup> Once your condition has stabilized, call to let us know you’ve received care.

For urgent care, go to the nearest urgent care center.<sup>2</sup> In certain states that don’t have Kaiser Permanente facilities, you may also visit MinuteClinics for urgent care with or without an appointment. You’ll pay your standard copay or coinsurance no matter where you are.<sup>3</sup>

## How do I refill a prescription?

To refill eligible prescriptions at a local pharmacy, you’ll need:

- Your Kaiser Permanente medical record number
- Your Kaiser Permanente pharmacy’s name and phone number
- The medication name, dosage, and directions for use
- The name and phone number of your prescribing doctor

## How do I pay for emergency or urgent care I receive outside my Kaiser Permanente service area?

You’ll be asked to pay for your care and medication up front. Don’t worry – when you get home, you can submit a claim for reimbursement. Save your receipts and all other documentation of services. The amount you’re reimbursed will depend on your plan.<sup>4</sup>

## What about routine care?

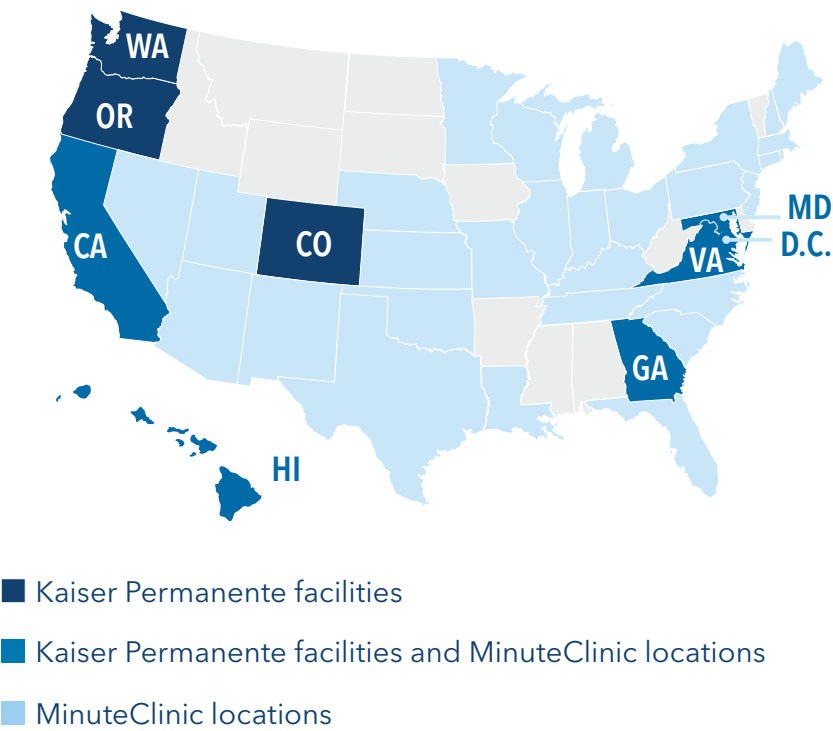
Routine care is not covered outside of Kaiser Permanente service areas and will not be reimbursed. However, some Kaiser Permanente PPO and POS plans include MinuteClinic as an in-network provider where a member may obtain routine care.<sup>5</sup>

## You can get care in other Kaiser Permanente regions

As a member, if you’re traveling to or staying in an area with Kaiser Permanente facilities, you can get most of the same services you receive in your home area.<sup>6</sup>

- Prescription refills
- Routine care
- Urgent and emergency care

## Kaiser Permanente facilities and MinuteClinic locations



## Questions? Concerns?

### Call the Away from Home Travel Line<sup>7</sup> at 951-268-3900 (TTY 711)

Call the travel line for help with locating nearby pharmacies, finding urgent care locations, or making routine appointments. To get routine care, you’ll need a special medical/health record number for the region you’re staying in. You may be able to get care for minor conditions over the phone or face-to-face with a clinician over video.<sup>8</sup>

For emergency care, call **911** or visit the nearest hospital.<sup>1</sup>

### Visit [kp.org/travel](https://kp.org/travel)







Still have questions about which services are covered while you’re away? Find the answers you need on **[kp.org/travel](https://kp.org/travel)**.

### And don’t forget...

Always carry your Kaiser Permanente member ID card with you wherever you go.

# Plan ahead to live well

## What should I do to prepare for my time away?

-  **See your doctor** to find out how to manage a condition while you're away.
-  **Register on kp.org** so you can see your health information online and email your Kaiser Permanente doctor's office anytime with nonurgent questions.
-  **Get care by phone or video** for follow-up visits or minor issues, like rashes and UTIs.<sup>8</sup>
-  **Refill your eligible prescriptions** 1 or 2 weeks before you leave. If you're planning a long trip, you can ask for an early or extra refill for many prescriptions.
-  **Save our 24/7 support number** to your mobile phone: **951-268-3900**.
-  **If you're leaving the country**, talk to your doctor about vaccinations you may need.

Kaiser Permanente does not discriminate on the basis of age, sex, ethnicity, color, national origin, cultural background, ancestry, religion, sex, gender identity, gender expression, sexual orientation, marital status, physical or mental disability, source of payment, genetic information, citizenship, primary language, or immigration status.

Language assistance is available at no cost to you 24 hours a day, 7 days a week. You can request interpreter services, materials translated into your language, or alternative formats. Just call us at **1-800-464-4000**, 24 hours a day, 7 days a week (closed holidays). TTY users call **711**.

**Spanish:** Contamos con asistencia lingüística sin costo alguno para usted 24 horas al día, 7 días a la semana. Puede solicitar los servicios de un intérprete, que los materiales se traduzcan a su idioma o en formatos alternativos. Solo llame al **1-800-464-4000**, 24 horas al día, 7 días a la semana (cerrado los días festivos). Los usuarios de TTY deben llamar al **711**.

**Chinese:** 您每週7天，每24小時均可獲得免費語言協助。您可以申請口譯服務、要求將資料翻譯成您所用語言或轉換為其他格式。每週7天，每24小時均歡迎您打電話**1-800-757-7585** 前來聯絡（節假日 休息）。聽障及語障專線（TTY）使用者請撥 **711**。

**1.** If you believe you have an emergency medical condition, call 911 or go to the nearest hospital. For the complete definition of an emergency medical condition, please refer to your *Evidence of Coverage* or other coverage documents. **2.** An urgent care need is one that requires prompt medical attention, usually within 24 or 48 hours, but is not an emergency medical condition. This can include minor injuries, backaches, earaches, sore throats, coughs, upper-respiratory symptoms, and frequent urination or a burning sensation when urinating. **3.** Some exceptions apply. If you're in a state that has Kaiser Permanente providers, but outside one of our service areas, you'll be asked to pay upfront for services you receive and will need to file a claim for reimbursement. **4.** Coverage and cost sharing are subject to the terms of your plan coverage document. Please refer to your *Evidence of Coverage* or other coverage documents for details. **5.** Call the Kaiser Permanente Member Services phone number listed on your ID card to see if your plan qualifies. **6.** Services may vary by area. Please refer to your *Evidence of Coverage* or other coverage documents for details. **7.** This number can be dialed inside and outside the United States. Before the phone number, dial "001" for landlines and "+1" for mobile lines if you're outside the country. Long-distance charges may apply, and we can't accept collect calls. The phone line is closed on major holidays (New Year's Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 10 p.m. Pacific time (PT), and it reopens the day after a holiday at 4 a.m. PT. **8.** When appropriate and available.

# Getting care away from home

Wherever you go, we've got you covered

